



# County Waiver Agency (CWA) Users: Update Approval Status and View Registrations

## General Introduction

This guide explains how you, as a county waiver agency (CWA) user, can review, approve, and update the status of provider registrations in the CLTS Provider Registry.

At the end, you will know how to:

- Approve a provider registration.
- Update the approval status of a provider registration.
- View provider registrations.

## Logging in to the CLTS Provider Registry

You log into the CLTS Provider Registry by clicking the WAMS Login button.



Welcome to the Wisconsin Department of Health Service’s (DHS) Children’s Long-Term Support (CLTS) Program Provider Registry and Directory System

The Children’s Long-Term Support (CLTS) Program helps children with disabilities and their families through supports and services that help children grow and live their best lives. It is a home and community-based service waiver. It uses a Medicaid waiver to fund services for kids with disabilities. A waiver lets states use Medicaid to fund additional non-medical services and supports not normally offered. The CLTS Program aims to keep kids at home instead of at an institution.

DHS administers the CLTS Provider Registry for the continuous, open enrollment of providers. DHS and CWAs share joint responsibility for deeming providers willing and qualified to deliver CLTS Program services. DHS maintains the online provider registration system, deems providers initially qualified, and places them on the public CLTS Provider Directory. CWAs fully qualify an initially qualified provider by accessing provider information and initial qualification documentation reconfirming the provider’s credentials and ensuring the provider has met participant-specific training and other service description requirements prior to authorizing services.

### Provider Registry Log-In Information

#### Providers of Service

Providers will have a username that will be appended with @cltsproviderregistry.wi.gov.

Providers will use the username and password fields to log in.

If providers forget their password, you can click on the “Forgot password” button and enter your username to receive an email that allows you to reset your password.

If providers forget their username, you can call the CLTS Provider Contact Center at 833-940-1576 for assistance

#### CWAs

CWAs will use your Wisconsin Web Access Management System (WAMS) ID to log in.

CWAs will use “WAMS Login” button to log in.

If a CWA forgets their WAMS ID or password, go to the [Wisconsin Web Access Management System](#) and choose Profile Management.

Providers enter your username + @cltsproviderregistry.wi.gov and password here to log in.





[Forgot your password or username?](#) [Not a registered provider?](#)

County Waiver Agencies use WAMS Login button to log in.



Next, enter a WAMS ID and password.



**WAMS**  
WEB ACCESS  
MANAGEMENT SYSTEM

User ID:   
Password:

[Forgot your password? Is your account locked?](#)  
[Request a Wisconsin User ID and Password.](#)

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You are about to access a State of Wisconsin computer system. This is a restricted computer system for authorized users only. All equipment, systems, services, and software connected to this system are intended only for official business use of the State of Wisconsin, and may contain U.S. Government information. All data contained on this system is owned by the State of Wisconsin. The State of Wisconsin reserves the right to audit, monitor, record and/or disclose all transactions and data sent over this system in a manner consistent with State and federal law. Use of this system by any user, authorized or unauthorized, constitutes consent to monitoring, recording, reading, copying, or capturing and disclosure of data and transactions by authorized personnel. Only software and/or hardware approved, scanned, and licensed for State of Wisconsin use is permitted on this system. Any illegal, unauthorized use or modification of the State of Wisconsin data, equipment, systems, services, or software by any person(s) is prohibited and may be subject to civil or criminal prosecution under state and/or federal laws.

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[WAMS Home](#) [Wisconsin Portal Home](#)  
**Please don't bookmark this page.**

## Approve or Update Registrations

On the Home Page, click on the tab **Pending County Approvals**.



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*of* HEALTH SERVICES

### CLTS Provider Registry

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Home My Registrations **Provider Registrations in My County** Reports

Search... Carrie (CWA) Dalgetty

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**My CWA Registration** **Pending County Approvals**

Click on the Registration ID to review your registration details for accuracy and renew.

**Current Registration**

Registration ID	Business Name	Submission Type	Status
REG-000059	Milwaukee County Department of Health & Human Services	Renewal	Initially Approved

[View All](#)

**Contacts for County Waiver Agencies**

**County Waiver Agencies**  
<https://www.dhs.wisconsin.gov/clts/contact.htm>

**CLTS Provider Contact Center** 833-940-1576  
Monday through Friday: 8:00 a.m. - 4:30 p.m

**DHS CLTS Provider Operation Team**  
Email: [dhscltsprovider@dhs.wisconsin.gov](mailto:dhscltsprovider@dhs.wisconsin.gov)  
Monday through Friday: 8:00 a.m. - 4:30 p.m

**Authorized Services and Claims Processing Questions**  
**Wisconsin Physicians Service (WPS)** 877-298-1258  
Monday through Friday: 8:00 a.m. - 4:30 p.m  
Email: [authsupport@wpsic.com](mailto:authsupport@wpsic.com)

Next, on the list view, choose View All on the bottom left-hand side.

My CWA Registration **Pending County Approvals**

CWAs complete the following activities to fully qualify a provider:

- Check the provider's registration status.
- If the provider's registration is initially approved, review the provider's information and initial qualification documentation to confirm it remains current.
- Verify if child-specific training or other requirements, such as a caregiver background check, are necessary to fully meet the selected service provider standards and qualifications as described in the [Medicaid Home and Community Based Services Waiver Manual for the CLTS Waiver Program](#).

To review and fully approve qualified provider registrations in your county, click on the Registration ID to open the provider registration. After reviewing all required information and documentation select your county from the County Approvals tab to update the Status and Comments.

**Pending County Approvals**

Registration ID	Provider Name	County	Created Date
<a href="#">REG-000063</a>	Company 27	Milwaukee	9/14/2022 1:29 PM
<a href="#">REG-000056</a>	Company 29	Milwaukee	9/12/2022 3:28 PM
<a href="#">REG-000068</a>	Company 35	Milwaukee	9/15/2022 4:52 PM
<a href="#">REG-000075</a>	Company100	Milwaukee	9/20/2022 4:38 PM
<a href="#">REG-000069</a>	Company4	Milwaukee	9/16/2022 12:37 PM
	Company99	Milwaukee	9/1/2022 10:19 AM
<a href="#">REG-000067</a>	Mary Joesph	Milwaukee	9/15/2022 4:14 PM
<a href="#">REG-000065</a>	Provider 030	Milwaukee	9/14/2022 1:49 PM
<a href="#">REG-000058</a>	Provider 031	Milwaukee	9/13/2022 7:17 AM
<a href="#">REG-000012</a>	Provider002	Milwaukee	8/30/2022 4:14 PM

[View All](#)

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Email: [authsupport@wpsic.com](mailto:authsupport@wpsic.com)

You can find the pending registration to approve by typing the provider name in the search field or sorting the Provider Name field alphabetically. Once you have located the provider registration you want to review for approval, click on the Registration ID.

Pending County Approvals ▾

12 items • Sorted by Provider Name • Filtered by All clts county approvals - Status, Active, CLTS User County • Updated a few seconds ago

Search this list...

Registration ID	Provider Name ↑	County	Created Date
1 <a href="#">REG-000063</a>	Company 27	Milwaukee	9/14/2022 1:29 PM
2 <a href="#">REG-000056</a>	Company 29	Milwaukee	9/12/2022 3:28 PM
3 <a href="#">REG-000068</a>	Company 35	Milwaukee	9/15/2022 4:52 PM
4 <a href="#">REG-000075</a>	Company100	Milwaukee	9/20/2022 4:38 PM
5 <a href="#">REG-000069</a>	Company4	Milwaukee	9/16/2022 12:37 PM
6 <a href="#">REG-000069</a>	Company99	Milwaukee	9/1/2022 10:19 AM
7 <a href="#">REG-000067</a>	Mary Joesph	Milwaukee	9/15/2022 4:14 PM
8 <a href="#">REG-000065</a>	Provider 030	Milwaukee	9/14/2022 1:49 PM
9 <a href="#">REG-000058</a>	Provider 031	Milwaukee	9/13/2022 7:17 AM
10 <a href="#">REG-000012</a>	Provider002	Milwaukee	8/30/2022 4:14 PM
11 <a href="#">REG-000073</a>	Provider063	Milwaukee	9/20/2022 3:52 PM
12 <a href="#">REG-000074</a>	Provider064	Milwaukee	9/20/2022 4:23 PM

Review the information under the **Details** tab.

CLTS Registration  
REG-000068 Printable View

Business Name: [Company 35](#) | Type: Provider Agency | Current:  | Status: Initially Approved

**Details** | Services & Qualifications | County Approval

**Registration Overview**

Business Name: [Company 35](#)

Service(s): Grief and bereavement counseling; Safety planning and prevention | Service Area(s): Milwaukee; Oconto; Oneida

**Dates**

Submission Date: 9/15/2022 4:53 PM | Date of Initial Approval: 9/16/2022

Provider Agreement Signed Date: 9/25/2018 | Renewal Date: 9/25/2022

**System Details**

Registration ID: REG-000068 | Prior Registration:

**Directory Locations (1)**

Organization Name	Services	Service Area	Street
<a href="#">Company 25</a>	Grief and bereavement ...	Milwaukee; Oconto; Onei...	35 53rd Ave

[View All](#)

**Files (0)** Add Files

Title	Owner	Last Modified	Size
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Review the information under the **Services & Qualifications** tab, including clicking on each Qualification ID.

CLTS Registration  
REG-000068

Business Name: [Company 35](#) | Type: Provider Agency | Current:  | Status: Initially Approved

Details | **Services & Qualifications** | County Approval

**CLTS Services (2)**

Service ID	Service	Provider Type(s)
<a href="#">SVC-000241</a>	Grief and bereavement counseling	Other
<a href="#">SVC-000242</a>	Safety planning and prevention	Other

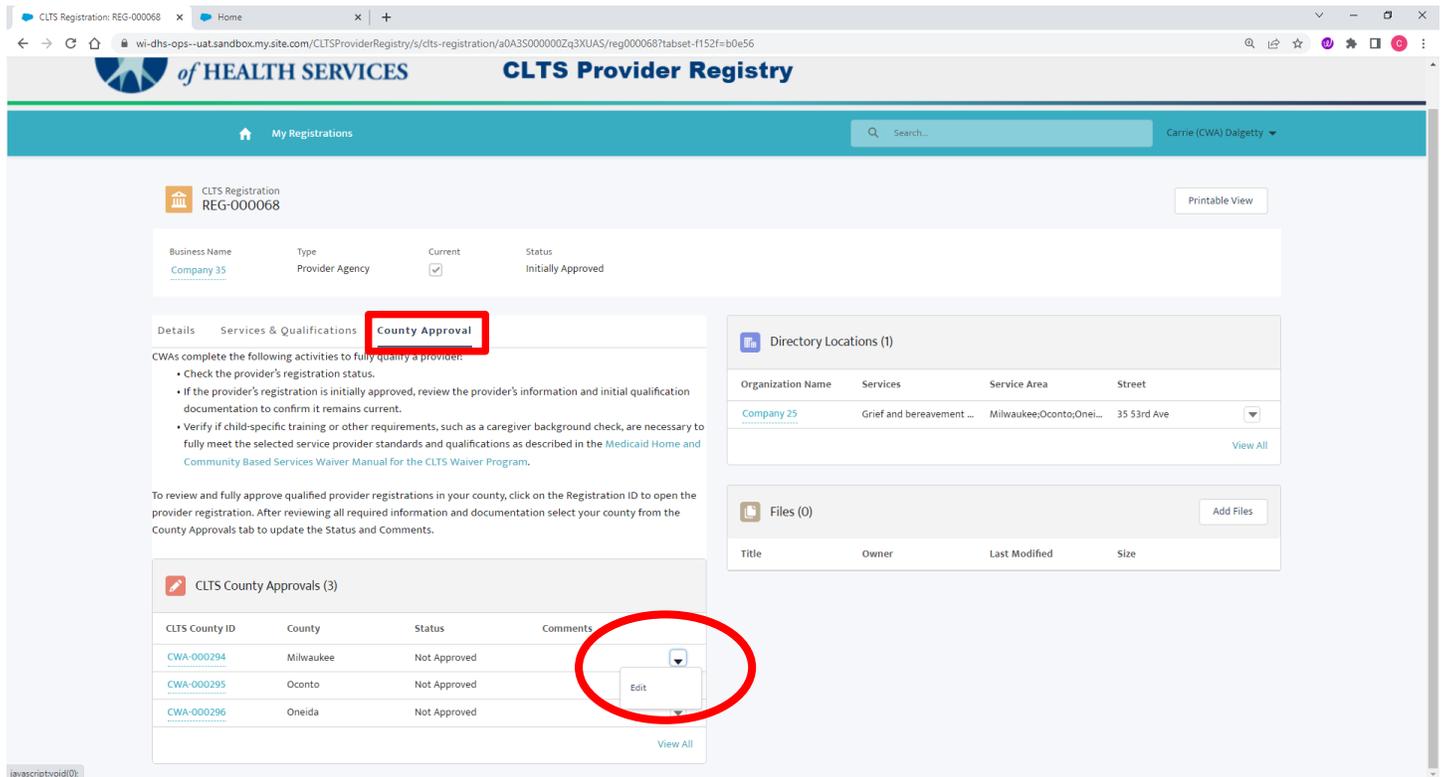
[View All](#)

**Qualifications (2)**

Qualification ID	Provider Type	Type
<a href="#">QUAL-00093</a>	Other	Education
<a href="#">QUAL-00094</a>	Other	License

[View All](#)

Select the **County Approval** tab when you have confirmed that the provider meets child-specific training or any other requirements as necessary to fully meet the selected service provider standards. Click the downward triangle next to the registration for your county, and click on the Edit option that comes up.



Select the status and enter a comment if needed (e.g., the provider is qualified for all services or just one). Here **Approved** is selected. Click Save. View Provider Registrations

### Edit CLTS County Approval

Status:

Comments:

County: **Brown**

System Information

Active:

Last Modified By: 8/25/2022 1:32 PM

Registration ID: REG-000152

# View Registrations

On the CLTS Provider Registry home page. To View a registration, start by clicking **Provider Registrations in My County** in My County.

**WISCONSIN DEPARTMENT of HEALTH SERVICES** **CLTS Provider Registry**

My Registrations **Provider Registrations in My County** Reports

My CWA Registration Pending County Approvals

Click on the Registration ID to review your registration details for accuracy and renew.

**Current Registration**

Registration ID	Business Name	Submission Type	Status
REG-000013	Milwaukee County Department of Health & Human Services	Change	Initially Approved

[View All](#)

**Contacts for County Waiver Agencies**

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Email: [authsupport@wpsic.com](mailto:authsupport@wpsic.com)

Click a Registration ID to get to its Detail page.

**WISCONSIN DEPARTMENT of HEALTH SERVICES** **CLTS Provider Registry**

My Registrations **Provider Registrations in My County** Reports

Provider Registrations in My County ▾

3 items • Sorted by Registration ID • Filtered by All dts registrations - Record Type, Current • Updated a few seconds ago

Search this list...

Regi...	Business Na...	Type	Status	Service(s)	Service Area(s)
1 <b>REG-000046</b>		Provider Agen...	Initially Approved	Community/competitive integrated employment-individual;Community/competitive integrated employment-individual...	Milwaukee,Waukesha
2 REG-000041		Provider Agen...	Initially Approved	Daily living skills training;Personal supports;Respite care;Transportation	Milwaukee
3 REG-000012		Provider Agen...	Initially Approved	Counseling and therapeutic services;Daily living skills training;Home modifications;Housing support services	Ashland,Milwaukee,Ru...

Click **View all** to activate the filter (v) and sorting (↓) options to manage the view of multiple registrations.

The screenshot shows the 'CLTS Provider Registry' page. At the top, there is a navigation bar with 'My Registrations', 'Provider Registrations in My County', and 'Reports'. A search bar is also present. Below the navigation, there is a table titled 'Provider Registrations' with columns for 'Registration ID', 'Business Name', 'Type', and 'Status'. The table lists several registrations, including REG-000025 (Pending) and REG-000026 (Initially Approved). A red box highlights the 'View All' button at the bottom left of the table.

The filters include Registration ID, Business Name, Provider Type, Status, Service(s), and Service Area(s).

This screenshot shows the 'Provider Registrations in My County' page. It displays a list of 3 items, sorted by Registration ID and filtered by All clts registrations - Record Type, Current. The table has columns for 'Regi...', 'Business Na...', 'Type', 'Status', 'Service(s)', and 'Service Area(s)'. A red box highlights the filter and sort options for the 'Regi...' column, which includes a dropdown arrow and a sorting icon (downward arrow).

Click a Registration ID to get to its Detail page

This screenshot is similar to the previous one, showing the 'Provider Registrations in My County' page. A red box highlights the 'REG-000046' registration ID in the first row of the table, indicating that it has been selected for viewing details.

The **Detail** tab has the information submitted for the registration, and its approval status.

**WISCONSIN DEPARTMENT of HEALTH SERVICES** **CLTS Provider Registry**

My Registrations Provider Registrations in My County Reports

CLTS Registration REG-000012 [Printable View](#)

Business Name: [Redacted] Type: Provider Agency Current:  Status: Initially Approved

**Details** Services & Qualifications County Approval

**Registration Overview**

Business Name: [Redacted]

Service(s): Counseling and therapeutic services, Daily living skills training, Home modifications, Housing support services

Service Area(s): Ashland, Milwaukee, Rusk

**Dates**

Submission Date: [Redacted] Date of Initial Approval: 8/31/2022

Provider Agreement Signed Date: 8/30/2022 Renewal Date: 8/30/2026

**System Details**

Registration ID: REG-000012 Prior Registration: [Redacted]

**Directory Locations (1)**

Account Name	Services	Service Area	Street
[Redacted]	Counseling and therape...	Ashland, Milwaukee, Rusk	3701 S Howell Ave

[View All](#)

**Files (1)** [Add Files](#)

Title	Owner	Last Modified	Size
Zoom How To	[Redacted]	8/31/2022 11:49 AM	531KB

[View All](#)

The **Services & Qualifications** tab features a list of each. Click the ID for a read-only Detail view.

**Details** **Services & Qualifications** County Approval

**CLTS Services (4)**

Service ID	Service	Provider Type(s)
<a href="#">SVC-000034</a>	Counseling and therapeutic servi...	Day camp
<a href="#">SVC-000035</a>	Daily living skills training	
<a href="#">SVC-000036</a>	Home modifications	
<a href="#">SVC-000037</a>	Housing support services	

[View All](#)

**Qualifications (3)**

Qualification ID	Provider Type	Type
<a href="#">QUAL-00013</a>	Other	Experience
<a href="#">QUAL-00014</a>	Day camp	License
<a href="#">QUAL-00015</a>	Day camp	Accreditation

[View All](#)

Here is a Detail view of a qualification related to this registration, including the credentials, experience, attestation, and files.

The screenshot shows a 'Qualification' detail page for 'QUAL-00007'. At the top, it displays 'Provider Type: Adult family home 1-2 bed' and 'Registration ID: REG-000042'. A 'Printable View' button is in the top right. The main content is organized into several sections:

- Type:** License
- Provider Type:** Adult family home 1-2 bed
- Credentials (Accreditations, Certifications, Licenses):**
  - Credentiaing Agency Type:** Credentialing Agency Type
  - Credentiaing Agency:** Credentialing Agency
  - Credential Number:** 12345678
  - Credentiaing State:** WI
  - Expiration Date:** 5/9/2023
- Experience (Education, Experience, Training):** Experience
- Attestations (Unlicensed/Uncredentialed Child Care and Day Services):**
  - Uncredentialed child care center:** Uncredentialed child care center
  - Uncredentialed child care attestation:** Uncredentialed child care attestation
- System Information:**
  - Qualification ID:** QUAL-00007
  - Registration ID:** REG-000042
  - Registration Type:** Agency

On the right side, there is a 'Files (1)' section with a table:

Title	Owner	Last Modified	Size
License	shree test2	5/20/2022 1:58 PM	14KB

A 'View All' link is located at the bottom right of the files section.

The **County Approval** tab identifies the approvals and status related to that provider. Click the ID for a read-only Detail view.

The screenshot shows the 'County Approval' tab. At the top, there are three tabs: 'Details', 'Services & Qualifications', and 'County Approval' (which is selected). Below the tabs, there is a heading: 'CWAs complete the following activities to fully qualify a provider:' followed by a list of instructions:

- Check the provider's registration status.
- If the provider's registration is initially approved, review the provider's information and initial qualification documentation to confirm it remains current.
- Verify if child-specific training or other requirements, such as a caregiver background check, are necessary to fully meet the selected service description.
- To review and fully approve qualified provider registrations in your county, click on the CLTS County ID for your county to open the record or use the down arrow and select Edit.
- On the County Approvals record update the Status and any Comments you want to provide. Comments are only visible to DHS.

Below the instructions is a section titled 'CLTS County Approvals (6+)' with a red pencil icon. It contains a table with the following data:

CLTS County ID	Active	County	Status
<a href="#">C-000363</a>	<input checked="" type="checkbox"/>	Adams	Not Approved
<a href="#">C-000364</a>	<input checked="" type="checkbox"/>	Ashland	Not Approved
<a href="#">C-000365</a>	<input checked="" type="checkbox"/>	Barron	Not Approved
<a href="#">C-000366</a>	<input checked="" type="checkbox"/>	Bayfield	Not Approved
<a href="#">C-000367</a>	<input checked="" type="checkbox"/>	Brown	Not Approved
<a href="#">C-000368</a>	<input checked="" type="checkbox"/>	Buffalo	Not Approved

A 'View All' link is located at the bottom right of the table.

Here is a Detail view of an approval related to this registration, including its status, and system info.

CLTS County Approval  
CWA-001183 Printable View

Registration ID	Status	Active
<a href="#">REG-000042</a>	Not Approved	<input checked="" type="checkbox"/>

Status	Comments
Not Approved	
County	
Barron	

System Information

Active	Last Modified By
<input checked="" type="checkbox"/>	, 6/6/2022 3:45 PM
Registration ID	
<a href="#">REG-000042</a>	

## Notifications About Registrations

You may receive email notifications about providers and registrations in your county.

- A registration is inactivated.
- An initially approved provider has been suspended due to a credible allegation of fraud and/or abuse.
- The suspended provider is un-suspended.

## Reapprove Registrations

You will need to reapprove previously fully-approved providers if they submit the following changes to DHS and are initially-approved:

- Changes to Business Name, Tax ID, SSN, or NPI
- Add or edit Services
- Add or edit Service Areas
- Add or edit Provider Types
- Upon full renewal

## Summary

This guide covered the following topics:

- View provider registrations.
- Approve a provider registration.
- Update the approval status for a provider registration.

## Conclusion

- This concludes the guide on how you, as a CWA user, can view provider registrations and update approval status in the CLTS Provider Registry.
- If you have specific questions concerning provider registrations, please call the CLTS Provider Contact Center at 833-940-1576 or [dhsctlsprovider@dhs.wisconsin.gov](mailto:dhsctlsprovider@dhs.wisconsin.gov).